



City of Annapolis

Recreation and Parks Department

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Recreation Advisory Board March 13, 2013

The Recreation Advisory Board of the City of Annapolis held its regularly scheduled meeting on March 13, 2013 at the Roger "Pip" Moyer Recreation Center. **Chair** Hamill called the meeting to order at 7:03p.m.

Present: **Chair** Hamill, Aist, Hughes, B. Moyer, Lowman, Rankin

Absent: **Vice Chair** Moyer, Harrison, Nelson, Montgomery

II. February 13, 2013 Meeting Minutes

Mr. Hughes moved approval of the February 13, 2013 as meeting minutes as written. Ms. Aist seconded the motion. The motion passed unanimously in a vote of 5-0.

III. Regular Business Before the Board

1. Director's Monthly Report to City Manager

The written Monthly Director's Report was provided to members for review.

2. Director's Monthly Report to Advisory Board

A. Security Concerns – Visitor Control

Mr. Woodward noted that at the last meeting the Board discussed some options for visitor control. He acknowledged that the Department now has cards to gain access and there are floor monitors to corral people to the front desk. In addition, wristbands are provided to the drop-ins visitors for added control. These measures will ensure the Department controls who is in the building and their purpose for being in the building.

B. Weekend and Evening Supervision

Mr. Woodward addressed the Board's concern weekend supervision indicating that the regular hours of one of the Department's supervisor have been shifted to evenings to allow for more supervision of the front desk employees. This change will result in accountability of the front desk personnel. He further noted that the intent of the proposed reorganization is to ensure additional accountability department wide. The second phase will include locating personnel to address the weekends. He noted that the employees have responded positively to these changes.

C. Customer Service

Mr. Woodward met with a group called Customer Service Experts that are located in Annapolis. He noted that this company has serviced clients such as Loews Hotel and Marriott. He intends to change the Department's culture of customer service. Customer Service Experts uses a metric to include secret shoppers, etc. He is interested in this company providing customer service training for the Department so will solicit an estimate at the next meeting. This training will be available to all Department employees and will notify the Board of the possible training costs. The Board indicated interest in attending if the costs are feasible. Ms. Rankin suggested including other departments in this training to offset the costs. Mr. Woodward was amenable to the suggestion. Mr. Woodward believes that the Department could free up some funding to

cover the training costs if the costs are reasonable. He is still open to concerns and will respond to them as they arise.

Mr. Woodward noted that parking is the symptom of another issue that he intends to address his staff prior to discussing with Board. He explained that the Department needs to determine how the building is used and if it is the appropriate use of the building. There was a discussion regarding the cost justification for special events specifically on whether it is beneficial. He noted that the Department's greatest revenue is from its membership dues. He will be discussing this further with staff to ensure that it is properly vetted before making any decisions.

D. Operating Budget Status

Mr. Woodward noted that the Department's were given instruction to submit a zero based budget. The Department submitted a same services budget that included a number of enhancements for positions to include (2) Division Chiefs, (2) Park Maintenance Workers III, Director Administrative Assistant, and Recreation Specialist. There was funding requests for park pest control, tree service work, and replacement fund for the recreation center equipment. The Department did not receive funding for any new positions but received approval to prepare the job description for the Park Maintenance Worker III positions. There was funding available for the Whitmore Park which the City acquired. He will be meeting with Mr. Mallinoff to petition approval to proceed with preparing job descriptions for those remaining noted positions in the event there is an opportunity to fill these positions. He reported that the Deputy Harbormaster position was not funded as well.

IV. New Business

A PMRC member expressed concern regarding the parking situation as result of the extended events noting that the paying members are being put out. This person has been a member since the building opened and believes that the parking is a significant problem that could cause the center to lose members. The member noted that "it is just not right" and suggested that the Board consider designated parking for gym members to perhaps alleviate the concerns. Mr. Woodward provided the member his contact information and asked that she contact him. He assured the member that the Department is looking into options to address the parking concern.

Website Updates

The Board expressed concern that its webpage have not been updated to reflect the Board's updated term expiration dates.

Miscellaneous

Mr. Woodward noted that there was discussion regarding having joint events where the Board and Department will meet. He will work on planning events where there is joint collaboration.

Sponsorship Restrictions

Mr. Hughes asked if the Department has any restrictions on sponsorship of trails etc. Mr. Woodward responded that the Department does not have a sponsorship program. Mr. Hughes said that there are sponsorship monies available and volunteered to assist the Department with developing the policy to accept sponsorship monies.

V. Old Business

There was none.

VII. Adjournment

Mr. Hughes moved to adjourn the meeting at 8:25pm. Mr. Lowman seconded the motion. The motion passed unanimously in a vote of 8-0. The next meeting is scheduled for April 10, 2013 at the PMRC at 7:00pm.

Tami Hook, Recorder